

## PC Geeks Warranty Terms and Conditions

PC Geeks provides a 30 day warranty from the date of the repair/service on labor performed and a 90 day warranty on all parts installed. PC obligation is limited solely to providing a replacement for the failed part, either new or refurbished, at PC Geeks sole discretion, and includes only the labor to install the part. If the part is a hard drive, and the failure occurs within the 90 warranty period, labor to reinstall the operating system will be included. Any system setup, data backup, or any other software install or configuration, will be the responsibility of the customer.

Virus cleanings are covered by a 7 day warranty period from the date of pickup of the computer. If the same virus reappears, an operating system reinstall will be required in order to remove the infection from the system so that a warranty can be in effect. If the customer declines a operating system reinstall in lieu of a virus cleaning, no warranty will be in effect for that service.

This warranty contract does not apply to software, including previous, new or future installations performed by the customer, PC Geeks, or third party. PC Geeks warranties only the "service" that was performed. This warranty will not cover any misuse, virus infection tampering with settings, spyware, power surges/spikes/brownouts, theft, or fire. Software conflicts and incompatibilities are common, and PC Geeks shall not be held liable for any of the issues mentioned above.

Misuse or abuse of goods shall void the warranty. Warranty service is subject to a review of the system. If the service was performed onsite, the service call is included. If the service call was performed in store, the system must be brought into one of our store locations for warranty service or an onsite service fee will apply.

Phone support is not included in any warranty scenario, and is not provided as a service by PC Geeks. All warranty service must be performed either onsite or in store as mentioned above.

Addition extended warranties are available. Ask your technician for details.

I understand and agree that prior to any servicing of my computer or installation of computer peripherals, software or upgrades, it is my responsibility to make sure that my computer system has been backed up. PC Geeks will not be responsible for loss of any information, pictures, music, etc. from my computer or for hardware that inadvertently failed while being serviced. PC Geeks is not responsible for performing a data backup if it is not requested by the customer or of it is declined by the customer.

I further understand and agree that regardless whether or not I have requested a data backup, whether or not a backup was successfully made, if a backup was requested, if a backup is corrupted, or if a backup is only partially possible, PC Geeks us not responsible or liable either legally or financially for any data loss or hardware failure that may occur during the servicing of any computer equipment. I understand that ALL DATA WILL BE LOST if a formatting of my hard drive is performed and no data is backed up or is requested to be backed up. **Customer initials** \_\_\_\_\_

You are required to let our technicians know of any damage prior to servicing your equipment. If you fail to do so, PC Geeks will not be responsible for repairing it. If an additional onsite service call or in store service is requested, A separate service charge will apply.

PC Geeks will not perform any work without your consent. Estimates will be provided for work that needs to be performed. In the event additional issues are discovered during the repair process, you will be informed, and additional estimates will be provided that you must approve to continue the repair process.

If any computer equipment is left in our shop beyond the 15<sup>th</sup> day following the completion date, the credit card given at the time of the check in will be charged the full amount of the service. After the card has been charged, the customer has 30 calendar days to pick up their equipment. If computer equipment is not picked up after a total of 45 days after the completion date, the system will be considered abandoned and may be sold or discarded at PC Geeks discretion.

All sales for parts and repairs are final.

There is a \$30.00 fee for any checks that are returned due to closed accounts or insufficient funds.